



## OUR GENERAL TERMS AND CONDITIONS OF SALE

### 1 - GENERAL PROVISIONS

A rental contract is drawn up and signed for each stay booked, whether in a rental accommodation (chalet, MH or Lodge) or in a bare pitch. It is personal and all rentals cannot be transferred or sub-let. Minors are not allowed on the campsite alone.

Reservations only become effective once we have received your 30% deposit, payment of the booking fee and confirmation from the village management. We will send you a letter within 8 days. The booking fee is 20 euros. There will be no reduction for late arrivals or early departures.

Customers do not have the right of withdrawal for the purchase of accommodation services.

The Management itself allocates pitches and/or rental accommodation. The number of people (including babies) is limited to 6 per pitch. In the case of chalets and/or MHs or lodges, the number of occupants must not exceed the maximum number specified for each type of accommodation in our rates and documentation.

Pillows are provided in all accommodation.

Only one vehicle is included in the price of the accommodation and/or the pitch package. Any additional vehicle must be parked at the campsite entrance and will be subject to a special charge.

An access code for the barrier will be issued to you on arrival and will be valid for the duration of your stay.

For pitches, chalets and/or MHs or lodges, the balance of your stay must be paid 30 days before your scheduled arrival, without any reminder from us. If the balance is not paid within the stipulated period, we reserve the right to cancel your booking, and the deposit previously paid will be retained by the campsite.

The balance can be paid in monthly instalments at no extra charge.

Various methods of payment are accepted: ANCV, bank card, cheque, bank transfer or cash.

For all bookings made (W.E. or stay) for a chalet or M.H. or lodge less than 30 days before arrival, the total amount of the stay will be requested at the time of booking.

**Cancellation** : All cancellations must be notified to us in writing by registered post or e-mail. The booking fee will be retained in all cases as well as an amount proportional to the total amount of your stay according to the scale below :

1. As soon as the holiday is accepted: 30% of the total cost of the holiday.
2. Less than 30 days before the start of the holiday: 100% of the total cost of the holiday.

In the event of cancellation more than 30 days before the start of the holiday, the amount of your deposit will be retained by the campsite. In the event of cancellation less than 30 days before the start of the holiday, the full price of the holiday will be payable.

For these reasons, we advise you to take out cancellation insurance.

The campsite offers cancellation insurance for 4% of the total cost of your stay. The conditions and details of cover are specified on our website or on request.

The insurance fee must be paid in full at the time of booking.

In the event of cancellation of a holiday for reasons for which the campsite is responsible, with the exception of cases of force majeure leading us to cancel for reasons of holidaymaker safety, the customer will be reimbursed all sums paid.

Late arrival: If the chalet or MH or lodge or pitch is not occupied by the customer within 24 hours of the scheduled arrival date, the deposit will be retained and the Management reserves the right to re-let the pitch or rental accommodation. We must be informed by e-mail or telephone 24 hours before arrival of any delay in taking up the rental.

It is strictly forbidden to pitch a tent next to the accommodation. Double-axle caravans are not permitted on the campsite.

All customers are required to comply with the campsite rules sent to you when you made your reservation and displayed at the campsite entrance.

You MUST present yourself to reception (as well as your visitors) before moving into the campsite. Please respect the opening hours of reception and the campsite rules. We are counting on you to inform your visitors of the obligation to respect these rules as well.

#### **On arrival :**

From 3 p.m. for rental accommodation - From 2 p.m. for bare pitches

An inventory is available in each rental unit, which we ask you to check within 24 hours of your arrival. You must inform us of any shortcomings or malfunctions at reception within 24 hours, in writing and signed. Your observations will be taken into account in the departure inventory.

A deposit of 300 euros will be required on arrival for the rental accommodation and a deposit of 70 euros for the cleaning (cheque or cash or credit card imprint); these deposits will be returned to you within 48 hours, if necessary, after the inventory of fixtures and control of the cleaning. Any damage or incomplete cleaning will be billed to you and any broken crockery will be deducted from your deposit in accordance with the scale in force, as shown on the inventory.

In the event of late arrival or early departure in relation to the planned dates, the full amount of the stay remains due, and there will be no refund. In all cases, you must inform us in advance.

#### **On your departure:**

Before 10 a.m. for rental accommodation - Before 11 a.m. for bare pitches

The accommodation must be left clean, including crockery and fridge (defrosted), and the rubbish bins must be left in the appropriate place in the outside enclosure. Dishes must be put away. The cleaning deposit of 70 euros will be retained if your accommodation is not left perfectly clean.

In the event of a dispute, the Management reserves the right not to return the deposit until 8 days after your departure in order to assess the damage suffered by the campsite.

In the event of departure outside reception opening hours, the deposit cheques will be returned to you by post within 72 hours. There are no departures at night (after 11 p.m. and before 7 a.m.).

**PETS** : Only one dog (- 10 Kg only) per pitch or rental unit. Cats are not allowed on the campsite.

Don't forget to bring your dog's passport and vaccination certificate. We remind you that 1st and 2nd category dogs are not allowed on the site. We would like to remind you that dogs classified as category 1 and 2 are not permitted on campsites.

Your dog must be up to date with its vaccinations and must be tattooed or chipped. You will be billed for any damage caused by your dog. You undertake to comply with the campsite rules for your pet.

**PUBLIC LIABILITY INSURANCE** :

A civil liability certificate must be attached to your contract (it is issued free of charge by your insurance company).

**BARBECUE** :

All individual barbecues are forbidden; only electric planchas are accepted.

**SWIMMING POOLS and CHILDREN'S WATER PLAY AREAS** : Gaining briefs MANDATORY (or boxer shorts).

No Bermuda shorts or shorts ... ! No sun oil (cream tolerated). No monokini or Burkini !

Parasols are not permitted in the pool area. Toys, boats, balls, flippers, spades, buckets, water pistols etc.... are prohibited.

Access to the swimming pool and children's play areas is regulated and reserved for campsite guests ONLY.

Visitors are not permitted. You must wear a wristband to gain entry, which will be given to you on arrival at reception.

It is forbidden to eat, drink, smoke, spit or eat chewing gum.

Visitors are not allowed inside the swimming pools.

Permissions : Small buoys or armbands for children who cannot swim only.

It is forbidden to book sunbathing with towels or other means if you are not staying at the pool. We reserve the right to remove any towels left unattended after a set time.

**VISITORS** :

Visitors are not allowed inside the campsite and the swimming pools and they can't go to your location or your pitch. They only have access to the car park at the entrance to the campsite and to the campsite restaurant. Visitors' car park is provided.

**LIABILITY** :

The campsite cannot be held responsible in the event of theft, loss, damage or incident of any nature whatsoever, during or following a stay. Everyone is asked not to leave valuables in sight and to take all measures to avoid the temptation of theft and all security measures to avoid any incident.

Occasional measures may be taken by the Management following the breakdown or disabling of certain equipment or out of necessity to comply with safety standards and the safety of customers.

**PLAY AREAS :**

These are reserved for children on the campsite under parental supervision. Please respect the age groups of the children in each area. The management declines all responsibility in the event of an accident (access prohibited after 11 p.m. in high season).

**IMAGE RIGHTS :**

For the purposes of our communication (print and internet), photographs may be taken within our establishment. In this context, no dispute or claim is possible regarding the right to the image of persons appearing in photographs taken within the grounds of the Domaine Villa Verde (unless explicitly stated by you, to be notified to us on your arrival).

**MEDIATION :**

In the event of a dispute, and after having referred the matter to the establishment's 'customer' department, any campsite customer may refer the matter to a consumer ombudsman, within a maximum period of one year from the date of the written complaint, by registered letter with acknowledgement of receipt, addressed to the operator.

The contact details of the mediator who may be contacted by the customer are as follows:

Le CM2C (Centre de Médiation de la Consommation de Conciliateurs de justice) 49, rue de Ponthieu  
75008 PARIS - Telephone: 01 89 47 00 14